

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Kevin Michael Ruppelt et al.	:	
	:	Art Unit: 3623
Serial No.: 09/480,589	:	
	:	Examiner: Van Doren, Beth
Filed: January 10, 2000	:	
	:	
For: METHOD, SYSTEM, AND	:	
PROGRAM PRODUCT FOR ON-LINE	:	
SERVICE CALL SCHEDULING	:	

AMENDMENT AFTER FINAL REJECTION

Mail Stop RCE
Hon. Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

In response to the final Office Action dated November 16, 2007, please amend the above-identified patent application as follows.